2014 Performance Measures
First Quarter

Hampton **R**oads **T**ransportation **O**perations **C**enter

Serco

Bringing Service To Life

Our mission is to plan, deliver, operate and maintain a transportation system that is safe, enables easy movement of people and goods, enhances the economy and improves our quality of life.

VDOT

Hampton Roads TOC

FIRST QUARTER 2014 Summary

Safety

Number of SSP Accidents in the 1st Quarter:
11

Control Room

Average Weekly Total Events in the 1st Quarter: **1421**
Percentage of Events detected by CCTV in the 1st Quarter: **17%**
Average SSP Response Time in the 1st Quarter: **4.5 Minutes**

Safety Service Patrol (SSP)

Number of events with Safety Service Patroller Response in the 1st Quarter:
11551
Number of events detected by Safety Service Patroller in the 1st Quarter:
8853

Field Maintenance

Average number of working field devices in the 1st Quarter:
CCTV:**276**
DMS:**191**
HOV Gates:**30**
Other:**1558**

Information Technology

Average percentage of availability in the 1st Quarter:
ATMS Server:**100%**
Network:**100%**

Public Information

Average Number of Weekly Lane Closures for the 1st Quarter: **808**
Total Lane Closures for the 1st Quarter:
9705

FIRST QUARTER REPORT 2014

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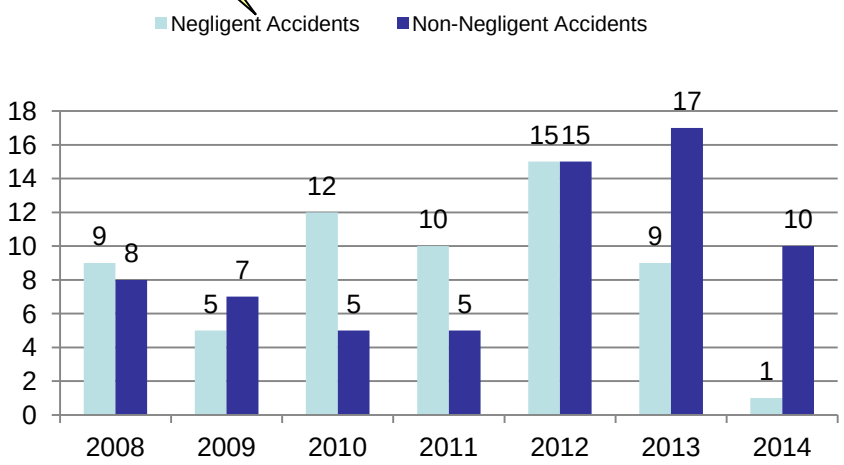
Safety Statistics

Goal: Zero Negligent accidents

HRTOC Driving Safety Record

# of negligent accidents by year and YTD
# of non-negligent accidents by year and YTD



The graph to the left shows the number of HRTOC related (SSP and any other HRTOC personnel in a VDOT vehicle), vehicle accidents that have taken place in the last 7 years, breaking them down by "negligent" (HRTOC is at fault) and "non-negligent."

There is a monthly Safety Committee Meeting to review the current accidents and determine fault. Once the fault determinations have been made, the accidents are updated on this chart. The HRTOC Health & Safety Manager can respond to negative trends based on feedback from this chart.

Notes:

In 2012 the SSP Department grew throughout the year to it's largest size yet.

Bridge Tunnel Operations Crewmember accidents are no longer included in the number of accidents reported as of December 2nd, 2008

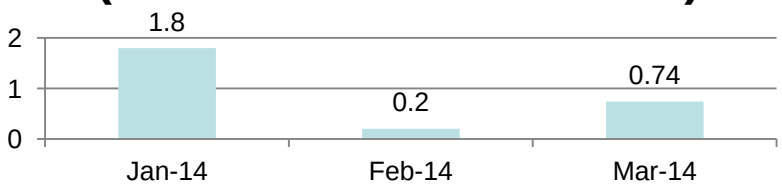
The graphs compares by month and in a ratio format, the number of accidents sustained by Safety Service Patrol vehicles in relationship to the cumulative number of miles driven.

There were 11 accidents incurred by the Safety Service Patrols in **907,206** miles driven during the first quarter of 2014.

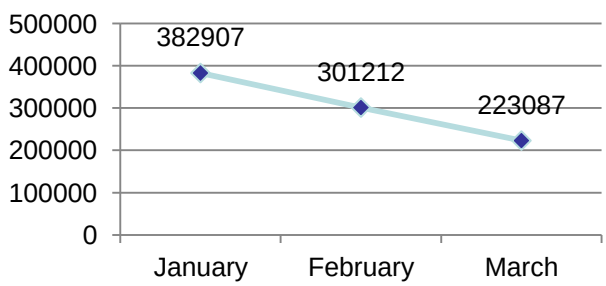
Quarterly Ratio of Accidents to Miles Driven

Accident totals include SSP Vehicles

Ratio of Accidents per 100,000 Miles Driven (Current Month is To-Date)

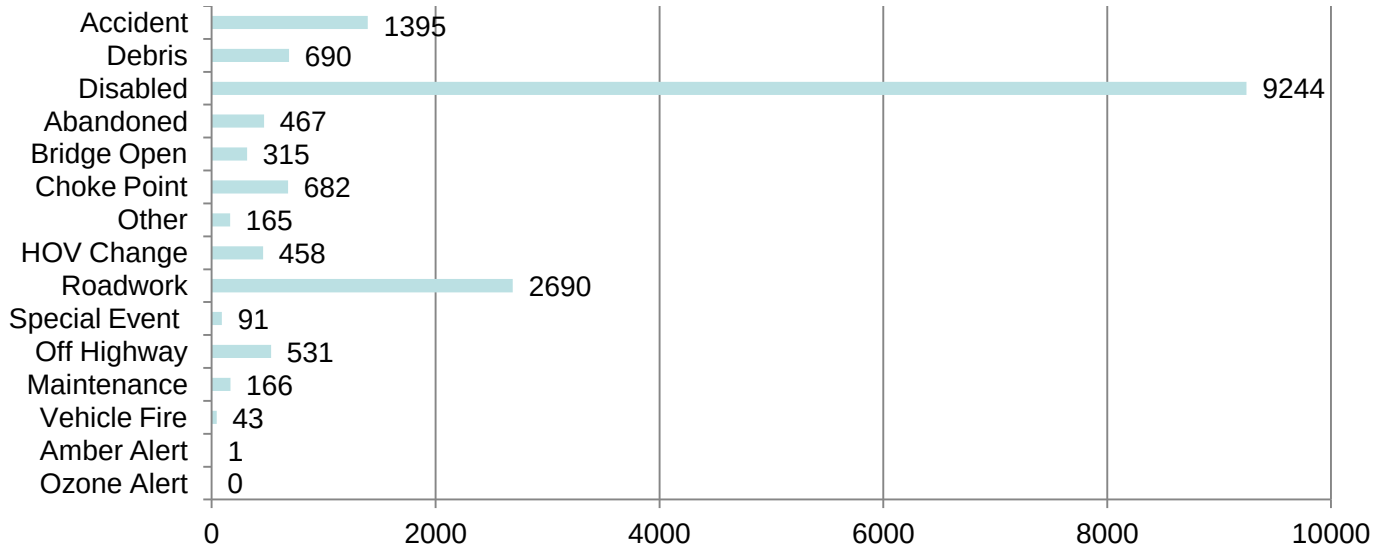


Monthly Miles Driven



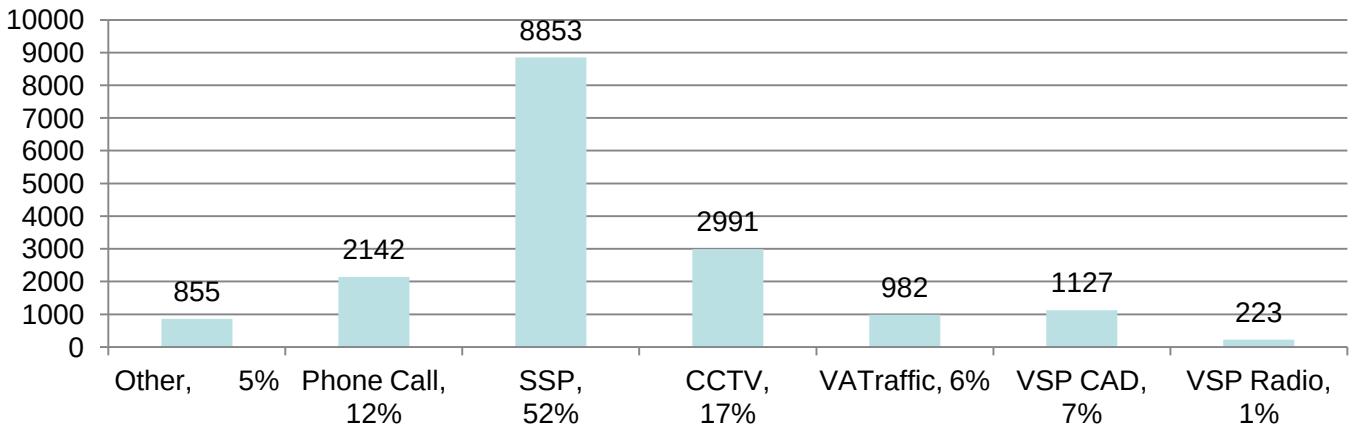
Control Room

Events Logged by Type



This graph enumerates event counts for the first quarter of 2014 and shows the value for each type:
Ozone Alert, Amber Alert, Vehicle Fire, Maintenance Action, Off Highway, Special Event (i.e. motorcade), Roadwork, HOV Change (manual change to the HOV system from the control center), Other (i.e. police emergency), Choke Point (managing tunnel congestion), Bridge Opening, Abandoned Vehicle, Disabled Vehicle, Debris (ladder, mattress, animals, etc.) and Crash.
The event type Disabled Vehicle made up 55% of the 16,938 total events logged by the HRTOC Control Room in the first quarter.

Events by Detection Source



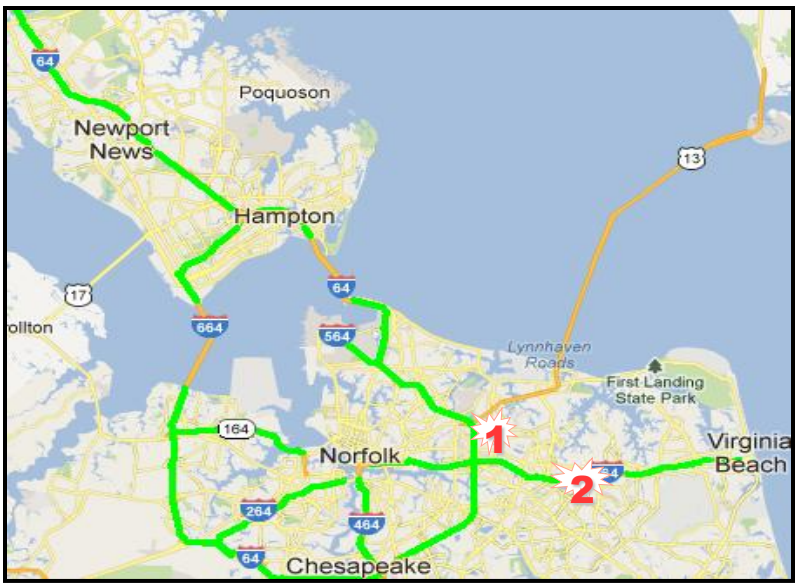
This graph provides a tally of the first quarter 2014 events, broken down by their detection source: CCTV [Closed Circuit Television], Other [used for events generated in-house including HOV Change and Maintenance Action, etc], Phone Call [Local Police/Sheriff, Citizen Call, Contractor Call, VDOT Field Staff], SSP [Safety Service Patrol], VaTraffic [Virginia Traffic Information Management System] and Virginia State Police [VSP Radio or Computer Aided Dispatch]. Percents of total events logged are included.

Control Room (Continued)

Most Active Hotspots for Disabled Vehicles

1 I-64 from the 64/264 Interchange to Northampton Blvd

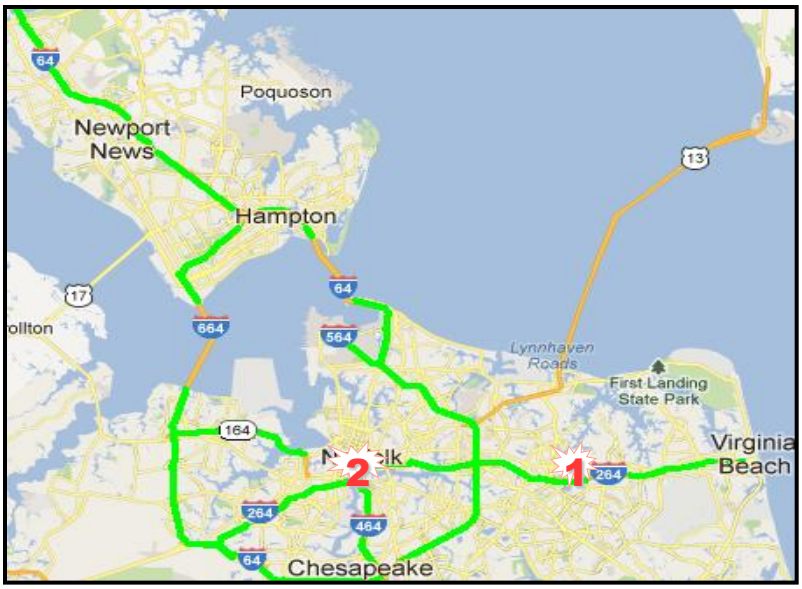
2 I-264 from Independence Blvd to Rosemont Road



Most Active Hotspots for Debris

1 I-264 from Independence Blvd to Rosemont Road

2 Inside the Midtown Tunnel

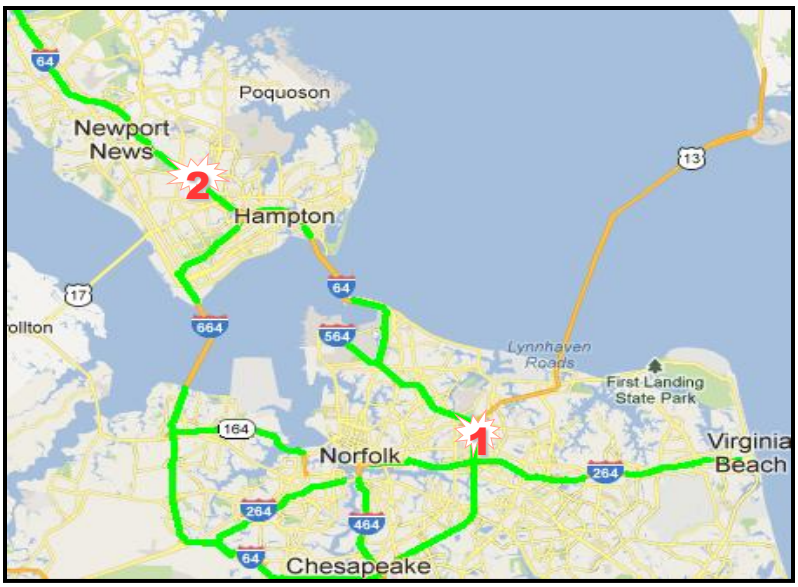


Control Room (Continued)

Most Active Hotspots for Abandoned Vehicles

1 I-64 from the 64/264 Interchange to Northampton Blvd

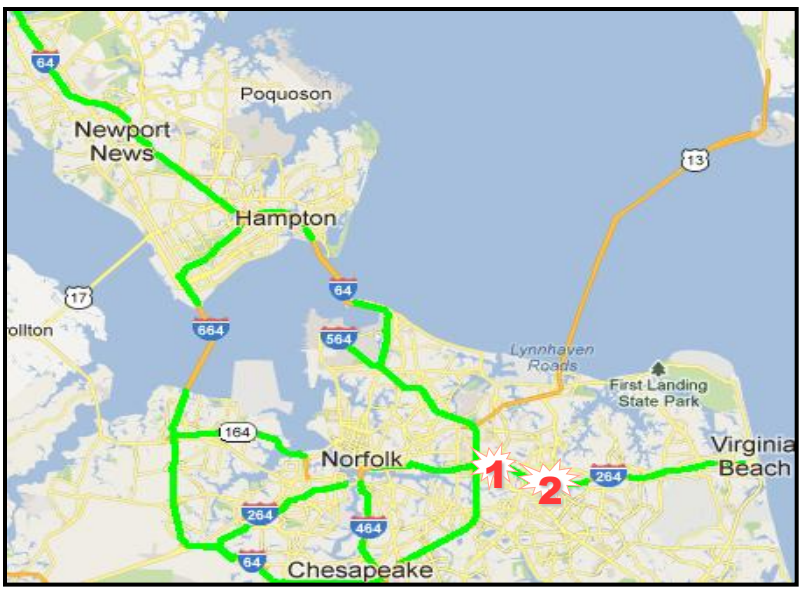
2 I-64 from Hampton Roads Center Parkway to J. Clyde Morris Blvd.



Most Active Hotspot for Accidents

1 I-264 from the 64/264 Interchange to Newtown Road

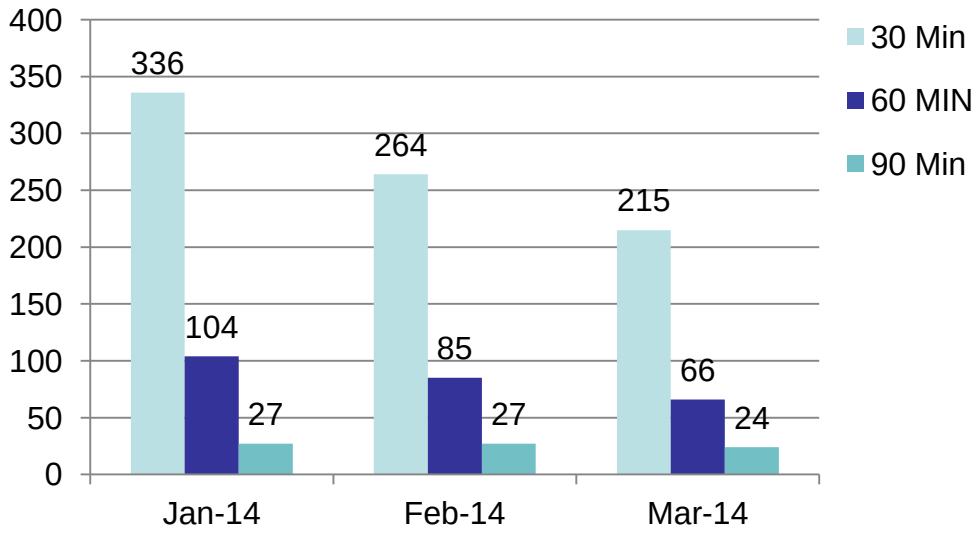
2 I-264 from Independence Blvd to Rosemont Road



Control Room (Continued)

Events Greater Than 30, 60, and 90 Minutes

Total events that month



This graph shows the total number of incidents that were 30, 60, and 90 minutes in duration for each month in the first quarter of 2014.

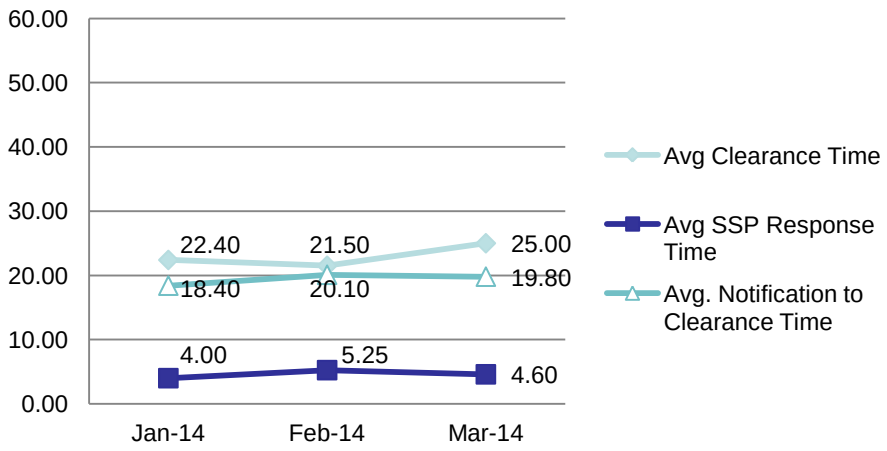
Incidents *are defined as unplanned events adversely impacting traffic flow such as crashes, debris removed, disabled vehicles and abandoned vehicles. Incidents often involve a Safety Service Patrol (SSP) response.*

Events *include the above defined Incidents, planned events (i.e. Roadwork), and special events (i.e. Amber Alerts).*

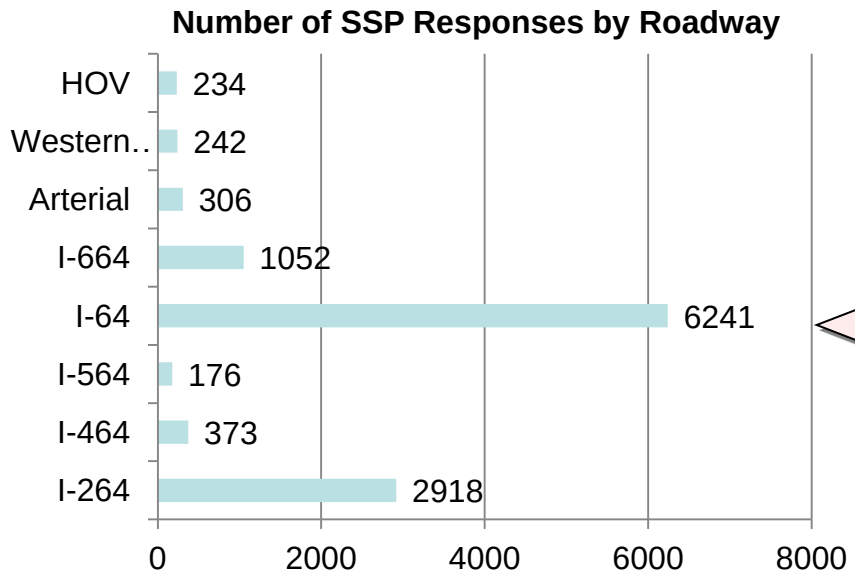
Average Incident Duration*

*Only includes incidents with a SSP response, where SSP was not the detection source because this generally forces response time to be zero

This line graph shows the average SSP Response time - duration from the time an incident is verified to when a SSP truck arrives on scene; the average Incident Clear Time - duration from SSP arrival until the incident is cleared or the SSP is relieved by an outside agency; and the total amount of time from initial verification to clearance for Q1 2014.

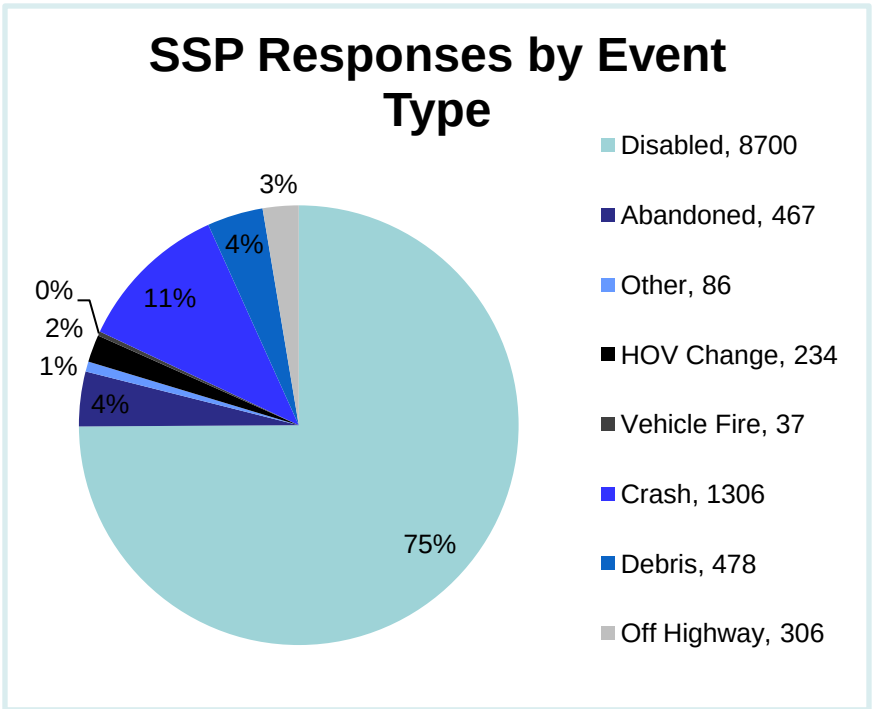


Safety Service Patrol



This graph shows the number of SSP responses for each roadway monitored by the HRTOC. Also included are responses on arterial roads. This information can be used to plan future patrol areas and staffing levels.

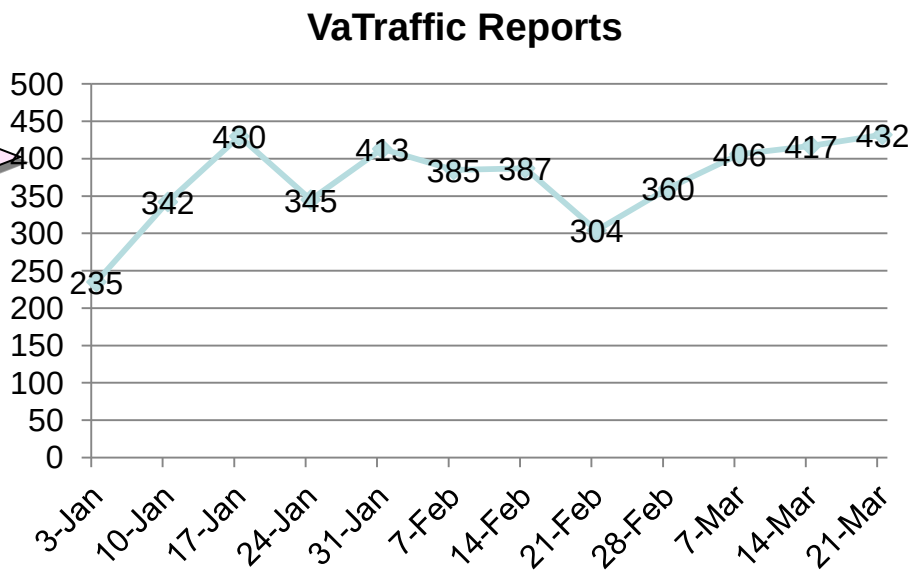
In the first quarter of 2014 SSP responses on I-64 made up 54% of the total 11,542 responses to events.

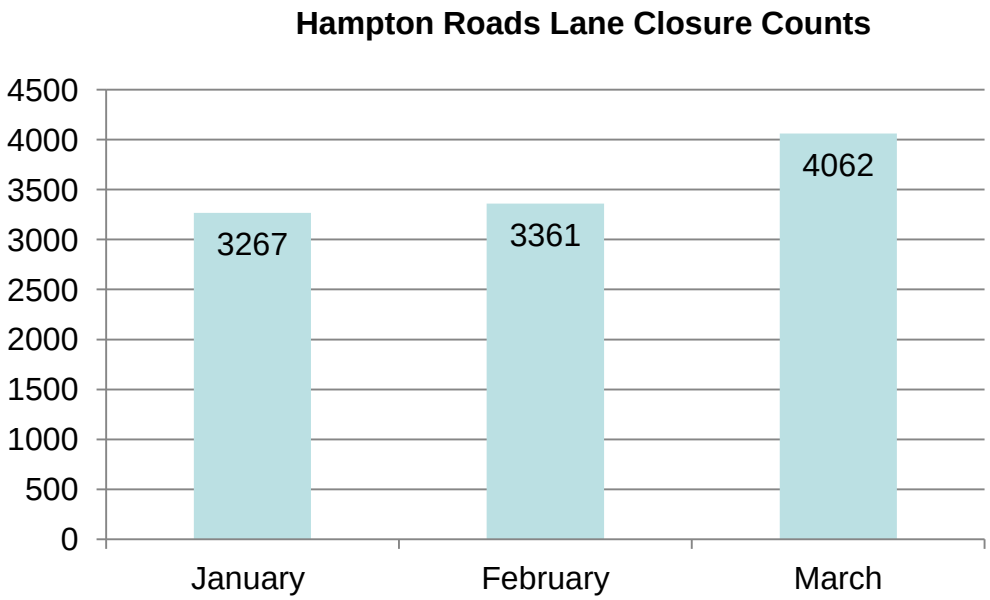


This chart shows the values for the types of SSP responses. Types include Disabled Vehicles, Abandoned Vehicles, Other (i.e. traffic control for police activity), HOV Change (confirming sign and gate changes), Vehicle Fire, Crash and Debris (i.e. ladders or animals in roadway).
This information is used for forecasting SSP vehicle equipment, future staffing requirements and short and long term consumable material (flares, batteries) needs.

Public Information

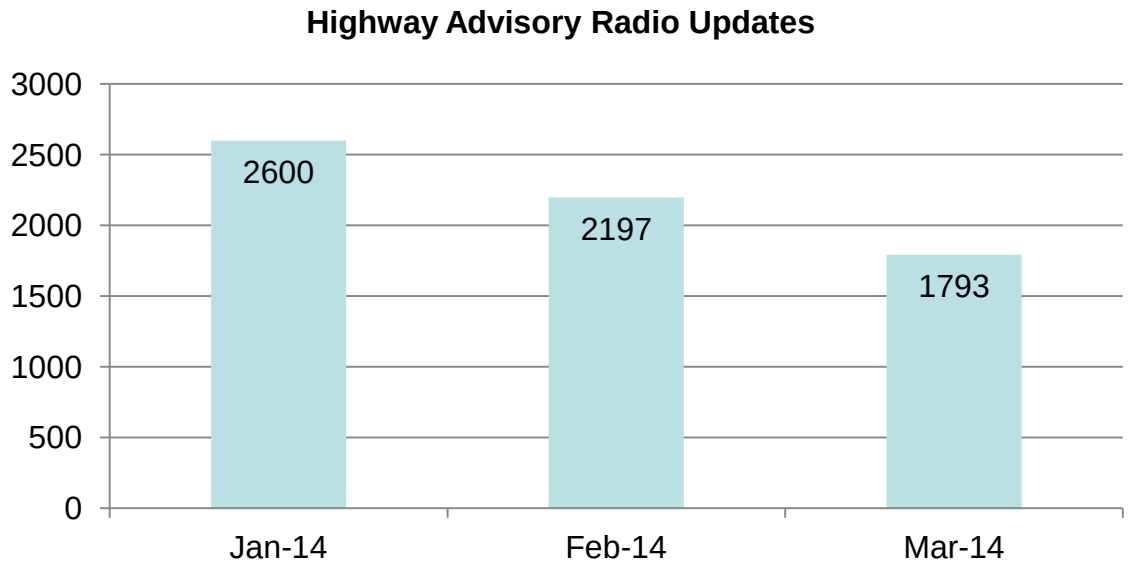
The information entered by HRTOC Control Room Operators into VaTraffic feeds the 511 system. 511 is a resource for motorists that includes real-time traffic conditions, route planning, and information about alternative travel methods. There are several ways to access the information— dialing 511 from any landline or cell phone, logging onto the web at 511virginia.org and the 511 mobile application. Keeping VaTraffic updated enables motorists to make informed travel decisions. As events progress HRTOC Operators enter updates into VaTraffic including changes to lane closures, incident clearance, and congestion delays.





The HRTOC began using LCAMS (Lane Closure Advisory and Management System) in 2011. LCAMS is a program that allows users in Hampton Roads to quickly add and modify planned lane closures as well as determine if a lane closure conflicts with any existing entries. Information entered in LCAMS is used to generate the weekly Hampton Roads Area Lane Closure Forecast that is posted on the VDOT website. Prior to LCAMS lane closures had to be manually reviewed one at a time to check for conflicts and then entered in the weekly Hampton Roads Area Lane Closure Forecast.

Public Information



In order to advise the public of current traffic conditions on Hampton Roads highways the Highway Advisory Radio (HAR) messages are updated throughout the day. The above graph tallies the number of events that had an associated HAR message during the first quarter of 2014, by month. An average day during the first quarter of 2014 registered 78 events with associated HAR messages.